Retail Systems UAT Career Experiences Program Guide

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Retail Systems and UAT

The Retail Systems QA Team

The Retail Systems Quality Assurance team manages the user acceptance testing (UAT) phase for all Retail Systems initiatives. This includes updates to the systems and apps we use in our stores every day and any new systems/apps we develop to better serve our customers.

Our goal is to ensure that Apple Stores receive the highest quality systems through rigorous, standardized user acceptance testing. Having team members from our stores participate in this process is critical, as we are always working to capture and exceed the needs of our end users.

What is UAT?

User acceptance testing is the last step in the development lifecycle of a system—software or hardware—before a pilot and release of the final product. Users are the ultimate subject matter experts on the software and other systems in our stores and are our best resource in identifying bugs before release.

Our UAT Career Experience Programs

Throughout the year we invite store employees to our Global Retail Support sites for two types of short-term UAT Career Experiences: our UAT Career Experience and UAT Lead Career Experience.

Retail Systems UAT Career Experiences

Retail Systems UAT Career Experiences usually last two to eight weeks, and participants work with Global Retail Support and IS&T teams to prepare for UAT, learn about enhancements to our systems, and use their perspective to test our latest Retail systems prior to release.

Retail Systems UAT Career Experiences are focused on teamwork and thorough testing, and participants will have direct experience participating in the development lifecycle of our systems.

Retail Systems UAT Lead Career Experiences

Retail Systems UAT Lead Career Experiences offer experienced participants the opportunity to return and lead a team of their peers in UAT preparation and execution. Participants will design and write test cases and may be cross-functional leaders of UAT projects.

Retail Systems UAT Lead Career Experiences are focused on team leadership (including command skills, delegation, presentation skills, and written communication), and participants will work directly with IS&T and Global Retail Support to deliver new products and systems to our stores.

UAT Career Experiences and Development

We think user acceptance testing can be a meaningful addition to the unparalleled Career Experience team members participate in each day in the store. Whether participants are looking for an experience in software testing or a different experience to contribute toward a next step in the store, a Retail Systems UAT Career Experience can be a valuable developmental resource.

Participants are ambassadors of our customers in the store and the Global Retail Support customers driving the future of the systems we test. Participants are also subject matter experts who know end-user functionality better than anyone else.

A Retail Systems UAT Career Experience can fit into the development path team members have set for themselves in the store, and participants should continue to think about what development milestones or goals they can address while participating in a Retail Systems UAT Career Experience.

Listed below are key competencies that participants use every day in UAT; skilled use of these competencies can contribute to success:

- Dealing With Ambiguity
- Drive for Results
- Learning on the Fly
- Written Communication
- Peer Relationships
- Composure

Each Retail Systems UAT Career Experience will feature unique developmental elements, and all participants should own their developmental goals throughout the process.

Participants may wish to maintain a development journal or use the resources on RetailMe to make the most of a Retail Systems UAT Career Experience, and all participants are encouraged to use Exchange Journal to share developmental lessons, goals, and desires with their leadership team.

Process Overview

Our Selection Process Explained

1 **Nomination**

During a predefined period of time, Store Leaders and Senior Managers can nominate team members to participate in future Retail Systems UAT Career Experiences.

2 **Interviews**

Nominations will be reviewed and some nominees will be selected for an interview.

3 **Candidate Selection**

Nominees will be notified if they are selected as a candidate for a UAT or UAT Lead Career Experience. The Retail Systems QA team will work to find an opportunity for selected candidates throughout the period until the next nomination cycle.

4 **Participation**

Candidates may be selected to participate sometime before the next nomination cycle. Depending on project schedules, not all nominees may participate and will be encouraged to seek nomination again.

Process Details

This Pages template provides style guidelines and direction for producing clear, concise, and effective resources. Building objective statements into our templates is an effective way to reinforce the importance of focus for content creators, while simultaneously conveying content intent for readers. Let's make it happen!

Eligibility, Nomination, and Participation

As with other Career Experience programs, an announcement will be made when the Retail Systems QA team is accepting nominations for participation.

Nomination Periods
The Retail Systems QA team will announce the opening of a nomination period and the deadlines for nomination via RetailMe. Nomination periods may be announced multiple times a year as needed. Store Leaders and Senior Managers may nominate any eligible team members at qce.apple.com throughout the nomination period.

Eligibility
Full-time employees who meet the following minimum eligibility requirements may be nominated for participation in a Retail Systems UAT Career Experience:

- Strong English communication skills—especially technical writing—and an ability to break down any process into detailed steps
- At least one year of experience working at any Apple Store worldwide
- Full-time employment status
- Ability to travel to the United States with current travel documents and identification
- Nominees for Retail Systems UAT Lead Career Experiences must have previously participated in a Retail Systems UAT Career Experience

In addition to the minimum requirements above, the ideal nominee will exhibit the following qualities or have the skills listed below:

- Desire to work toward solutions for a globally diverse team; self-led work ethic and diligence without constant oversight
- Action-oriented work with strong connection to the final product; motivation for results and achievement of abstract goals
- Attention to detail
- Desire to be a part of the Apple Retail software development life cycle
- Ability to learn on the fly and change work patterns frequently
- Timely decision making and a drive to remain productive in an often-ambiguous environment
- Knowledge of the system or software/hardware being tested

Nomination

Store Leaders and Senior Managers will nominate team members using a form available at qce.apple.com during the timeframe communicated by the Retail Systems QA team via RetailMe. Nomination includes materials prepared by the nominee in addition to notes from the nominating leader.

Team members seeking nomination should:

- Draft a one-page professional bio in English for submission; technical writing samples are not required but can be helpful
- Ensure the bio and writing sample(s) are packaged together and shared with the nominating leader
- Include store, position, and contact information in bio
- Clearly identify the specific in-store systems you are familiar with and the amount of experience you have with each application/system
- Clearly identify all language skills and any past UAT experience
- Clearly call out any specific timeframes when participation in a Retail Systems UAT Career Experience may not be possible
- Ensure all travel documents and identification materials are current

Interviews

When the nomination period has closed, some nominees may be contacted to schedule an interview with a member of the Retail Systems QA team. Not all nominees will interview or participate.

Candidate Selection

After interviews some nominees will be selected as candidates for a future UAT or UAT Lead Career Experience. The Retail Systems QA team will attempt to identify a UAT or UAT Lead Career Experience for candidates as soon as possible.

Participation

Language, position in store, and other skills dictate when a nominee is selected to participate in a Retail Systems UAT Career Experience. UAT is planned throughout the year as needed, and there is not a regular schedule for participation. Selected candidates who do not have an opportunity to participate in a given nomination cycle will be encouraged to apply again in the next cycle.

When the Retail Systems QA team does identify a Retail Systems UAT Career Experience for a nominee, the team will reach out to the nominee's current Store Leader to reverify eligibility and availability for the duration of the experience. If a nominee is selected for a Retail Systems UAT Career Experience but is unable to participate due to business or personal needs, the nominee will still be considered for future Retail Systems UAT Career Experiences in the current cycle.

Participation in a Retail Systems UAT Career Experience can include many and varying roles and responsibilities, and flexibility is a must as we work to create a meaningful experience for all participants.

Frequently Asked Questions

Am I a good candidate for a Retail Systems UAT Career Experience?

Yes, if you meet the eligibility requirements above and can answer "yes" to the following:

- Are you detail oriented?
- Can you write an email that clearly explains in English how to reproduce a problem you found in our system?
- Can you be an expert, but think like a novice user?
- Are you passionate about Apple and willing to work in an often-ambiguous environment?

Can I be nominated for both the UAT Career Experience and UAT Lead Career Experience?

Yes. Remember that Retail Systems UAT Lead Career Experiences are only open to nominees who have previously participated in a UAT Career Experience.

Are Retail Systems UAT Career Experiences only for members of the Family Room?

No. We need participants from every area in the store, and we encourage all who meet the eligibility requirements to discuss the opportunity with their leadership team. We find that we need every position—and every possible end user—in every language in every country each year.

How are nominees selected to participate?

Each nomination will be reviewed by the Retail Systems QA team, and a limited number of nominees will be selected to interview. Nominees will then be selected for potential participation based on role in store, language, and system expertise. All UAT Career Experiences are related to a Retail Systems project, and project timelines dictate Experience timelines.

When will I find out if I am a potential participant?

Nominees will be notified via email when the Retail Systems QA team has selected nominees to interview.

How are nominees selected to participate?

Each nomination will be reviewed by the Retail Systems QA team, and a limited number of nominees will be selected to interview. Nominees will then be selected for potential participation based on role in store, language, and system expertise. All UAT Career Experiences are related to a Retail Systems project, and project timelines dictate Experience timelines.

If I am selected to interview and participate, when will my Retail Systems UAT Career Experience take place?

There is no specific timeframe, and a significant amount of time may pass between being selected as a nominee and being selected to participate in a Retail Systems UAT Career Experience. Selected candidates who do not have an opportunity to participate in a given nomination cycle will be encouraged to apply again in the next cycle.

How far in advance will I be notified before I need to travel?

If you are selected to participate, the Retail Systems QA team will work to notify your leadership team four weeks in advance. If you are selected but are unable to participate due to business or personal needs, you will still be considered for future Retail Systems UAT Career Experiences.

Can part-time employees participate?

No. Retail Systems UAT Career Experiences require 40-hour work weeks, and full-time employment is required. Employees with a part-time contract (e.g. salaried part-time employees in EMEIA or APAC) may not participate.

Does the store cover the cost of travel and accommodation?

No. The Retail Systems QA team or another sponsor of the project associated with the Retail Systems UAT Career Experience will be charged. Travel and accommodations are arranged by members of our Global Retail Support team in partnership with Apple Travel.

Are project details shared before a Retail Systems UAT Career Experience?

As many of our projects are confidential, details about the aspects of a Retail Systems UAT Career Experience may not be shared prior to the experience.

Do I need software development or testing/QA skills to participate?

No.

If accepted as a candidate, am I guaranteed participation during this cycle?

No. Selected candidates who do not have an opportunity to participate in a given nomination cycle will be encouraged to apply again in the next cycle.